

**OPEN POSITION:**

Customer Success Specialist

THE COMPANY:

[Heggerty](#) is an educational publishing organization that offers a Pre-Kindergarten to 2nd Grade literacy curriculum that is currently taught in more than 24,000 schools in the United States, Australia, and Canada. In addition to selling a teacher-friendly 35-week Phonemic Awareness curriculum, flashcards, and other materials, Heggerty offers professional development services to educators, providing hands-on seminars and training sessions.

THE OPPORTUNITY:

We are looking for a Customer Success Specialist to help us proactively build deeper relationships with our passionate customers (teachers, administrators, educators, and parents).

RESPONSIBILITIES:

- Develop strong relationships with our customers and a deep understanding of their needs
- Share new product/service information and resources to ensure our customers are successful
- Identify new customer champions to provide testimonials, data, and case studies
- Collect customer feedback and insights to improve products and support R&D
- Handle inbound phone calls requesting product information with professionalism and expertise
- Create, send, and follow-up on quote and sample requests
- Source industry email lists and cold email new customer prospects
- Provide product demos as needed
- Develop customer reports as requested
- Attend conferences and events on occasion

REQUIREMENTS:

- Curiosity, empathy, and a passion for our mission
- A proven track record of building relationships and connecting with customers
- Minimum of 3 years' experience in K-12 education
- Experience in a customer service, account management, or sales role, is strongly preferred
- Excellent written and verbal communication skills
- Quick to learn new software, including a web-based CRM, ecommerce platform, and Gmail
- Strong analytical skills, with the ability to translate data into insights

WHAT WE OFFER:

- Competitive salary (\$70,000-80,000)
- Medical and dental insurance
- 401(k) with matching
- Generous PTO and paid holidays
- Independence and autonomy
- Flexible work environment with the option to work in-person or remotely

HOW TO APPLY: Please email your resume and a cover letter to andrew@heggerty.org